



2013 Gratitude Report | Assaulted Women's Helpline



Thank YOU

We extend our sincere gratitude to each woman who has called the Assaulted Women's Helpline, who share their lives and place their trust in us every day of the year.

This is the third issue of the Gratitude Report, and we continue to recognize the generous support received over the year by individual donors, corporate sponsors, community organizations, Board of Directors, staff and volunteers who work together tirelessly to help ensure the Assaulted Women's Helpline remains relevant, viable and responsive.



Assaulted Women's Helpline Statistics:

Fiscal year ended March 31, 2013

AWHL statistics are a reflection of the issues that have been raised by women who call our crisis line*.

Type of Abuse experienced by our callers:

37% of all callers identified experiencing emotional or psychological abuse.

8% of all callers identified experiencing physical abuse.

9% of all callers identified experiencing sexual abuse.

15% of all callers identified experiencing threats from an abuser.

12% of all callers identified experiencing some form of harassing behaviour.

5% of all callers identified experiencing childhood sexual abuse or incest.

14% of all callers identified experiencing economic abuse.

The following statistics will not add up to 100% as many callers faced multiple barriers.

Additional Barriers to getting help:

40% of all callers identified poverty or homelessness as an additional barrier.

30% of all callers identified cultural or linguistic issues as an additional barrier.

13% of all callers identified disability as an additional barrier.

14% of all callers identified racism as an additional barrier.

8% of all callers identified sexism as an additional barrier.

10% of all callers identified heterosexism or homophobia or transphobia as an additional barrier.

Other problems and issues identified:

15% of all callers identified custody and access issues as another problem they were dealing with.

52% of all callers identified economic issues as another problem they were dealing with.

27% of all callers identified housing issues as another problem they were dealing with.

20% of all callers identified inadequate affordable counselling as another problem they were dealing with.

41% of all callers identified isolation as something they were facing.

**These statistics will not add up to 100% as many callers faced multiple barriers.*

Other forms of abuse identified by callers include but are not limited to the following:

- Elder abuse
- Child abuse
- Immigration related
- Property damage
- Ritualized abuse
- Stalking

72% of callers have children

The **top 10 languages** utilizing the language line (other than English) are:

Farsi 16%
Mandarin 16%
Spanish 11%
Russian 8%
Tamil 7%
Polish 7%
Cantonese 6%
Portuguese 4%
Urdu 4%
Vietnamese 2%
Other Languages 19%

Other Languages:

Albanian, Amharic, Armenian, Bengali, Berber, Bulgarian, Burmese, Cree, Croatian, Czech, Dari, Ganda, German, Greek, Gujarati, Ilocano, Italian, Hebrew, Hindi, Hungarian, Japanese, Khmer, Korean, Kurdish, Laotian, Nubian, Oromo, Pashto, Serbian, Sinhalese, Somali, Swahili, Tagalog, Tigrinya, Thai, Tibet, Turkish, Twi, and Ukrainian

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Thank you for your commitment in the work of ending violence against women.

About the Assaulted Women's Helpline

The Assaulted Women's Helpline is a confidential, anonymous and free 24-hour telephone and TTY crisis line available to women in the province of Ontario who have experienced any form of abuse.

We provide free crisis counselling, safety planning, emotional support, information and referrals and is accessible 7 days a week, 365 days a year in 154 languages. www.awhl.org.

Since 1985, the Assaulted Women's Helpline has helped more than 728,000 women.

Charitable registration #127624443 RR0001

Crisis Line (Toll-free): 1-866-863-0511

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